

USCG Air Station Borinquen

MWR Customer Satisfaction Survey Results

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Base Pool



Boys and Girls Club



Captains Cup



Cardiovascular



Ceramic Shop



Child Development Center



Guest Housing



Gymnasium



Library



Racquetball Courts



Rec-Locker



Tennis Courts



Theater



Weight Room



Youth Sports

Youth Sports

103 People provided input to Youth Sports

50 People felt the Youth Sports was very important.

1 Person felt Youth Sports was very unimportant.

The remaining 52 people were between very important and very unimportant.

Of the 103 people that answered the Youth Sports; 71 people offered suggestions for improvement.

Most common suggestions/complaints were:

- It's too expensive, lower the rates.
- It's cheaper to play off base.
- Hire referees.
- The pool party should be free.
- Each player should get a trophy, not a medal.

Action taken:

- MWR completed an extensive cost comparison of youth sports offered within several local municipalities. The price depends on the organization offering the program. Each municipality offers a free youth sports. This service is intended for the low to no income family, such as those families who live in government subsidized housing. But it is FREE

Again pending on the municipality, and family income youth sports are being offered at a wide range of price. Youth Soccer is being offered at seasonal rate of \$160.00 per child. This rate as well as all others does not include uniforms, trophies, or a catered pool party.

- In an attempt to meet our customers needs: MWR has lowered the registration fee and no longer charges for participation in the post season pool party and trophy presentation.
- MWR is currently researching the feasibility of providing “certified” referees for all youth sports.
- In an attempt to meet our customers needs; MWR will procure trophies in lieu of medals.

Weight Room Statistics

103 People provided input to the weight room.

70 People felt the weight room was very important.

2 People felt the weight room was very unimportant.

The remaining 31 people were between very important and very unimportant.

Of the 103 people that answered the weight room questions; 57 people offered suggestions for improvement.

Most common suggestions/complaints were:

- Too many “un-authorized” people using the weight room.
- Don’t charge the Active Duty for access.
- Children under the age of 16 crowd the weight room
- The weight room is dirty.
- Buy new equipment.

Action taken:

- To regain control of the weight room and ensure only authorized patrons have access. MWR deactivated all electronic swipe cards. All patrons desiring access to our weight room were required to show proper credentials and complete a new annual weight room membership contract. MWR also changed the combination minimizing entry into the weight room without use of the electronic swipe card.
- In an attempt to maintain a clean weight room, MWR spoke with our contract janitorial services and reiterated the importance of providing bi-weekly cleaning. We also added random spot checks and quarterly maintenance checks.
- For clarification purposes MWR does not charge Active Duty Military a fee to use the weight room or the cardiovascular room.
- Memberships are offered to “authorized patrons” well below the competitive average. A \$30.00 “refundable” key deposit is required for all patrons.
- MWR with lots of help from your friendly Supply Staff has procured new weights, cardio machines, gymnasium sound system and other equipment totaling well over \$30,000.00. Installation and “ready for use” date depends on actual arrival date.

Theater

103 People provided input to the theater questions.

39 People felt the theater was very important.

03 People felt the theater very unimportant.

The remaining 68 people were between very important and very unimportant.

Of the 103 people that answered the Theater questions; 30 people offered suggestions for improvement.

Most common suggestions/complaints were:

- Provide a better movie selection
- The kids are completely unsupervised both in the theater and in the foyer.
- Fix the projector
- Clean the Theater
- Make sure to show at least one kids show a week
- The speakers are awful

Action taken:

- MWR looked into the possibilities of becoming a “NETFLIX” member, or something similar. Due to contractual agreements with our current movie provider (Navy Motion Picture Service) this is not a possibility.
- MWR with help from the fine folks of FACENG procured and installed security cameras throughout La Plaza. All though this has not completely solved the issue of unruly kids, we have seen a dramatic decrease of vandalism, and unruliness.
- MWR has instructed theater staff to be aware of and control unruly kids. If kids can’t be controlled at our level contact the OOD for assistance.
- MWR procured a new and more advance projector. We have also implemented weekly cleaning of the 8MM cassette player.
- MWR has added cleaning to the performance plan of all theater employees.

- MWR now shows children's movies as the first movie on Fridays and Saturdays.
- MWR procured and installed new Speakers

Tennis Courts

103 People provided input to the Tennis Courts questions.

18 People felt the Tennis Courts were very important.

8 People felt the Tennis Courts were very unimportant.

The remaining 42 people were between very important and very unimportant.

Of the 103 people that answered the Tennis Court questions; 70 people offered suggestions for improvement.

Most common suggestions/complaints were:

- The place is run down, and needs to be taking care of.
- Replace the nets.
- Get the weeds under control.
- Offer Captains Cup Tennis.
- Keep the kids from skateboarding, rollerblading and cycling on the tennis courts!
- Buy a water squeegee, or foam roller.
- Buy another bench.
- Provide a trash can.
- Provide Lessons, at a reasonable rate.

Action taken:

- MWR has focused and taken personal interest into instilling a much needed sense of ownership and attention to detail towards the tennis courts.
- MWR procured new nets, wind screens, benches, trash cans, and sponge water squeegees.
- MWR will add Tennis to Captains Cup sports. We plan on taking registration for our first tournament sometime in January.
- To help keep the children from skateboarding, rollerblading and cycling on the tennis courts, we installed a lock. The combination can be obtained by visiting, the MWR office.
- MWR will continue to Tennis lessons through a certified instructor, at a fraction of the cost you would pay outside the gate.

Rec-Locker

103 People provided input to the Rec-Locker

43 People felt the Rec-Locker was very important.

4 People felt the Rec-Locker was very unimportant.

The remaining 57 people were between very important and very unimportant.

Of the 103 people that answered Re-Locker questions; 70 people offered suggestions for improvement.

Most common suggestions/complaints were:

- Change the weekend hours of operation to include Sundays.
- Buy another Bouncy House, its never available.
- Buy more coolers and beach supplies.
- The Rec-Locker is over pricing rental fees.
- Buy more Kayaks'.
- Charge and enforce deposits.

Action taken:

- MWR extended normal hours of operation, changed Saturday's hours from 1000-1400 to 0800-1200, and added Sunday. Rec-Locker is now open 7 days a week.
- MWR procured a new Bouncy House Combo, and should be rental ready no later than Thanksgiving.
- MWR procured new "smaller" coolers, beach chairs, umbrellas and other beach related supplies.
- MWR completed a price comparison, and we charge 30-60% less than our competitors.
- MWR procured an additional Double Kayak.
- MWR will strictly enforce a deposit on selected items.

Racquetball Courts

103 People provided input to the Racquetball Courts questions.

26 People felt the Racquetball Courts were very important.

6 People felt the Racquetball Courts were very unimportant.

The remaining 71 people were between very important and very unimportant.

Due to the fact that the racquetball courts have been secured for safety reasons, the options to provide comments for improvement were not open.

Library

103 People provided input to the Library questions.

27 People felt the Library was very important.

6 People felt the Library very unimportant.

The remaining 70 people were between very important and very unimportant.

Of the 103 people that answered the Library questions; 13 people offered suggestions for improvement.

Most common suggestions/complaints were:

- Procure new books
- Extended hours of operation
- Provide specific programs for children

Action taken:

- MWR procured over \$300.00 worth of new books. We also solicited and received numerous donated books and magazines.
- MWR sought out additional volunteers to staff the Library and offer extended hours.
- MWR provided a Read-A-Thon, and “Story Time” specifically targeted for children.

Gymnasium Statistics

- 103 People provided input to the gymnasium.
- 64 People felt the gymnasium was very important.
- 1 Person felt the weight room was very unimportant.

The remaining 38 people were between very important and very unimportant.

Of the 103 people that answered the gymnasium questions; 64 people offered suggestions for improvement.

Most common suggestions/complaints were:

- Clean the Gym
- To many kids crowd the gym
- Install Air-conditioning
- Windows need replacing

Action taken:

- MWR has specifically added cleaning of the gymnasium to individual work plans.
- MWR is looking into the feasibility of procuring multiple large ceiling fans.
- MWR is looking into the feasibility of procuring new windows.

Guest Housing

103 People provided input to the Guest Housing questions.

49 People felt Guest Housing was very important.

1 Person felt the Guest Housing was very unimportant.

The remaining 53 people were between very important and very unimportant.

Of the 103 people that answered the Guest Housing questions; 32 people offered suggestions for improvement.

Most common suggestions/complaints were:

- Replace the mattresses
- Cheaper rates
- Replace the furniture
- Fix the power outage problems
- The AC'S are old and noisy.
- Buy new linen, sheets, comforters, ect.

Action taken:

- MWR took immediate action on all noisy air conditioners, and replaced with new cost efficient air conditioners.
- MWR is in the process of developing a renovation plan for all of our guest houses. Items such a new mattresses, linens, pillows, and towels are being replaced by attrition before implementing the renovation plans.

Child Development Center (CDC)

103 People provided input to the CDC questions.

55 People felt the CDC was very important.

7 People felt the CDC was very unimportant.

The remaining 41 people were between very important and very unimportant.

Of the 103 people that answered the CDC questions; 13 people offered suggestions for improvement.

Most common suggestions/complaints were:

- Its too expensive
- Its cheaper off base

Action taken:

- MWR did a cost comparison of all Coast Guard CDC facilities. The rates at our CDC are cheaper than any Coast Guard run CDC.
- We agree there are cheaper CDC businesses off base. However those that are cheaper do not offer 7/24 armed security, video surveillance, immediate medical care for life threatening emergencies, and are accredited by the National Association of the Young Child (NYAC).

Ceramic Shop

103 People provided input to the Ceramic Shop questions.

05 People felt the Ceramic Shop was very important.

16 People felt the Ceramic Shop very unimportant.

The remaining 82 people were between very important and very unimportant.

Of the 103 people that answered the Ceramic Shop questions; 14 people offered suggestions for improvement.

Most common suggestions/complaints were:

- Close it
- Create and promote ceramic classes

Action taken:

- MWR is currently looking at the financial gain verses loss equation and the viability of keeping the ceramic shop open.
- MWR promoted and offered a summer ceramic class.

Cardiovascular Room

103 People provided input to the Cardiovascular Room

61 People felt the Cardiovascular Room was very important.

1 Person felt Cardiovascular Room was very unimportant.

The remaining 41 people were between very important and very unimportant.

Of the 103 people that answered the Cardiovascular Room; 54 people offered suggestions for improvement.

Most common suggestions/complaints were:

- Buy new equipment.
- Too many unauthorized people crowd the Cardio Room.
- Circuit breakers keep tripping.
- Active Duty should not have to pay to use the Cardio Room.
- Registration fees are too high.
- The place is dirty.

Action taken:

- MWR with lots of help from your friendly Supply Staff has procured new weights, cardio machines, gymnasium sound system and other equipment totaling well over \$30,000.00. Installation and “ready for use” date depends on actual arrival date.
- To regain control of the weight room and ensure only authorized patrons have access. MWR deactivated all electronic swipe cards. All patrons desiring access to our weight room were required to show proper credentials and complete a new annual weight room membership contract. MWR also changed the combination minimizing entry into the weight room without use of the electronic swipe card.
- Faulty Circuit Breakers have been replaced.
- For clarification purposes; MWR does not charge any fee for the Active Duty member or spouse desiring to participate in Captains Cup Sports.
- MWR has added daily cleaning to the Cardio Room.

Captains Cup Sports

103 People provided input to the Captains Cup Sports

37 People felt Captains Cup Sports were very important.

5 People felt Captains Cup Sports were very unimportant.

The remaining 51 people were between very important and very unimportant.

Of the 103 people that answered the Captains Cup Sports questions; 91 people offered suggestions for improvement.

Most common suggestions/complaints were:

- MWR should not charge the Active Duty participate in Captains Cup Sports.
- Registration fees are too high.
- Trophies should be given to all participants.
- Provide qualified referees.
- Offer more sports.
- Stop using inappropriate team names.
- Clean the gym.

Action taken:

- For clarification purposes; MWR does not charge any fee for the Active Duty member or spouse desiring to participate in Captains Cup Sports.
- A nominal Registration fees is imposed to “authorized patrons” desiring to form a team and participate in Captains Cup Sports. Registration fees are used to offset the cost of team jerseys and help pay referee fees.
- MWR will entertain the idea of providing individual trophies for all adults participating in Captains Cups Sports. For the time being only the 1st place team will receive a team trophy.
- MWR is currently researching the feasibility of providing “certified” referees for all Captains Cup Sports.

- MWR will add Tennis to the Captains Cup list of annual sports. If other sports such as “softball, floor hockey, and soccer” generate enough players to compete for an entire season, MWR will add those or in other sport to the Captains Cup list.
- MWR has spoken to and will continue to speak with team captains ensuring appropriate team names are used.
- MWR has added cleaning of the Gymnasium to our current janitorial contract.

Boys & Girls Club (BGC)

103 People provided input to the BGC questions.

26 People felt the BGC was very important.

09 People felt the BGC very unimportant.

The remaining 68 people were between very important and very unimportant.

Of the 103 people that answered the BGC questions; 18 people offered suggestions for improvement.

Most common suggestions/complaints were:

- The club needs new furniture
- Provide better computers
- The club is run down and needs new to be better maintained

Action taken:

- MWR obtained new furniture to include tables, chairs, sofa, love seat and recliner.
- MWR obtained four new computers.
- MWR painted, and partially remolded the entire interior of the BGC

Base Pool Statistics

- 103 People provided input to the base pool.
- 76 People felt the base pool was very important.
- 2 People felt the base pool was very unimportant.

The remaining 24 people were between very important and very unimportant.

Of the 103 people that answered the base pool questions; 59 people offered suggestions for improvement.

Most common suggestions/complaints were:

- Life Guards need to be polite
- The slide in the deep end needs replacement.
- Don't charge the Active Duty to use the pool.
- Longer hours during the summer.
- It should be free to base residents.
- Monitor the patrons, too many un-authorized using the pool.
- Sell food and beverage.

Action taken:

- MWR took immediate action on providing polite, professional customer service.
- MWR submitted a purchase "request" for a new slide.
- Unfortunately MWR can not operate the pool without charging a nominal fee.
- Pool staff will ensure all patrons are authorized members.
- MWR is currently looking into modifying hours of operation, to include longer summer hours.
- The selling of food and beverage is a topic that the Community Center will address.